
Server Administration

Product Summary

Server Administration is the management of a co-located or dedicated agency server in a State Data Center. Server Administration is a product that customers of ITS' server hosting can buy if they do not wish to manage their servers themselves. It includes maintenance and support of the OS and hardware, security revisions, and other services as specified by the customer. Service level guarantees will be negotiated for each agency depending on configuration and complexity of the environment.

Product Features or Description of Services

Server Administration Features	
Service Description	
Application Server Administration	Revisions and patches will be installed as directed and scheduled by the agency. Security patches will be applied as they become available.
Web Server Administration (optional)	Revisions and patches will be installed as directed and scheduled by the agency. Security patches will be applied as they become available.
Initial OS Installation (optional)	The Operating System will be installed per the direction of the agency.

Product Benefits

Server Administration Benefits
Agencies can receive custom support for their environment
The Server Administration product creates a one-stop shopping environment for server administrative support
Agencies can reduce the workload on their technical staff
This product makes qualified and certified system administrators available to agencies which might not have the resources to retain them on staff
Maintenance and licensing contracts can be centrally managed, producing economies of scale for participating State agencies
Infrastructure costs are reduced

Services Not Included with this Product

Services Not Included	
Agency Application Support	Server Administration does not include agency application support
Equipment or Software Replacement	Agencies retain ownership of the server and the responsibility for the replacement of equipment or software

Service Installation	Server Administration does not include the installation of any software or service other than the base OS installation. Resolution of problems caused by the incompatibility of an agency application due to a deployment, an upgrade to the operating system or security patches is the responsibility of the agency.
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Related ITS Products

Related ITS Products	
Backup and Restore Services	Agencies may purchase Tivoli Backup and Restore Services for their server backups
SSL Acceleration	For applications requiring encryption of data, SSL encryption and decryption acceleration is available
Site or Application Usage Statistics and Performance Metrics	ITS offers Webtrends reporting as a separate product. Measureware is available for performance tuning and capacity planning metrics (see Measureware Product Description)

ITS Responsibilities

ITS Responsibilities
Understand the needs and requirements of the customer.
Provide the services specified in the statement of work in a courteous, responsible, and efficient manner.
Promptly inform the customer of any outages or problems discovered.
Repair outages on a priority basis (see ITS Customer Support below).

Customer Responsibilities

Customer Responsibilities
Provide ITS with a written and signed description of the work to be performed with the expected date of completion.
Provide ITS with the agency name, technical contact information, and the DAS code to be used for billing purposes.
Submit all requests and problems through the ITS Customer Support system by either calling (801) 3440 or going online to its.utah.gov 'Report a Problem'.

ITS Customer Support

ITS Customer Support
Time to Initial Response targets for submitted problems are two business hours for low and medium priorities, one clock hour for high priorities, and thirty clock minutes for urgent priorities.
Total Time to Resolution targets for problems are twelve business hours for low priorities, ten business hours for medium priorities, six clock hours for high priorities, and two clock hours for urgent priorities.
Performance against Initial Response and Resolution targets is measured regularly.
Customer satisfaction is measured regularly.

Service outages are analyzed to determine root causes and to indicate future preventative measures.

System Requirements

ITS provides Server Administration for NT, Novell Netware, Solaris, AIX, HP-UX, and Linux operating systems. ITS also provides Server Administration services for Websphere, iPlanet, Tomcat, and Citrix application environments. Support of agency applications is not included in the Server Administration product.

Agencies wishing to purchase Server Administration services must consult with ITS beforehand to verify that their desired environment can be supported. ITS will assume operational responsibility of an agency's server only after a turnover process is completed between ITS and the agency.

Product Rate

Server Administration Rates		
Billable Item	Description	Rate
<i>Monthly charges</i>	Server Administration Charge	\$225.00
<i>One-time charges</i>	Base OS Installation Charge	\$425.00
<i>Other Charges</i>	Services beyond maintaining the server hardware and operating system	\$75 / hr

Ordering the Product

The Server Administration product will be discussed with Server Co-location when the initial co-location is discussed. If an agency chooses to purchase Server Administration, ITS will begin helping the agency determine the optional features they wish to purchase. Once those services are defined, ITS Operations will work with the agency to bring the agency's service through the Operations Acceptance Testing process. After that process is completed, ITS assumes operational responsibility for the components agreed to, and billing begins.

Product Agreement

ITS and the Customer agree that this Product Description together with an approved Product Order Form constitute a binding agreement between both parties for the Product and related services required by the Customer. This Agreement remains in effect according to the terms specified in the Product Order Form, or until canceled by either party upon a thirty (30) day written notice.

Product and/or Service Rates listed are in accordance with the approved ITS Rate Schedules. Therefore, the product description and order form replaces all other documentation, i.e., Contracts, Special Billing Agreements (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), etc.

To the extent that the terms set forth above conflict with an existing Contract, Special Billing Agreement (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), or other agreement between ITS and the customer, the parties acknowledge that the foregoing shall supercede the earlier agreement.

Customer	Signature	Date